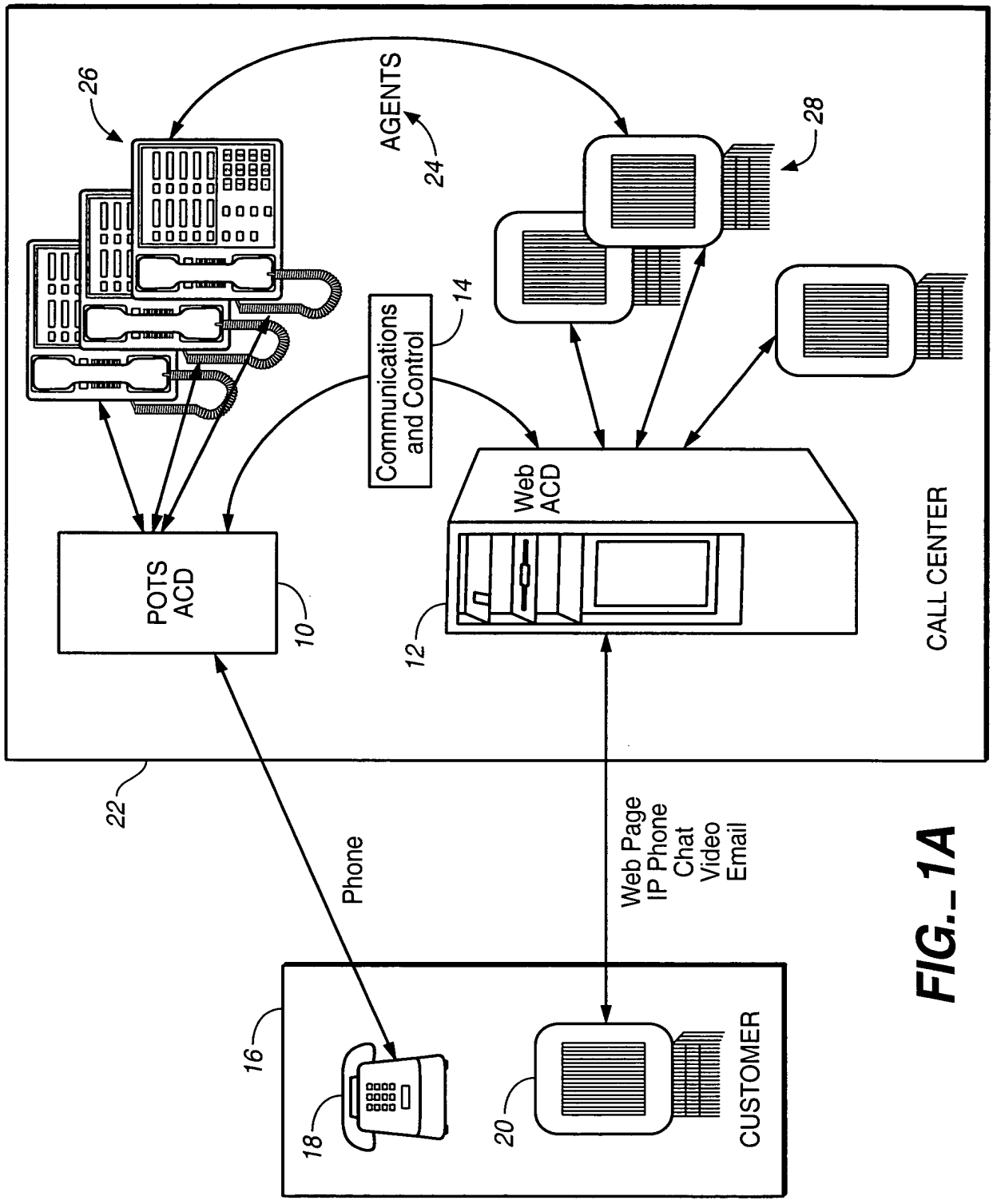

26
AGENTS
24
28
Communications and Control
14
Web ACD
POTS ACD
10
12
CALL CENTER
22
Phone
Web Page
IP Phone
Chat
Video
Email
16
18
20
CUSTOMER

FIG._1A

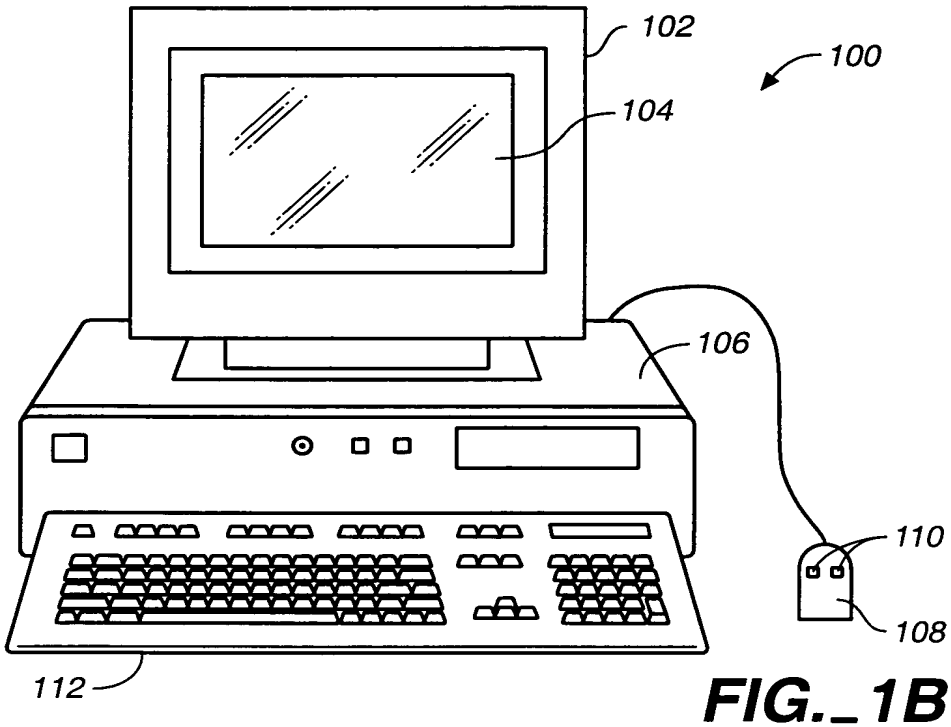

102
100
104
106
110
108
112

FIG._1B

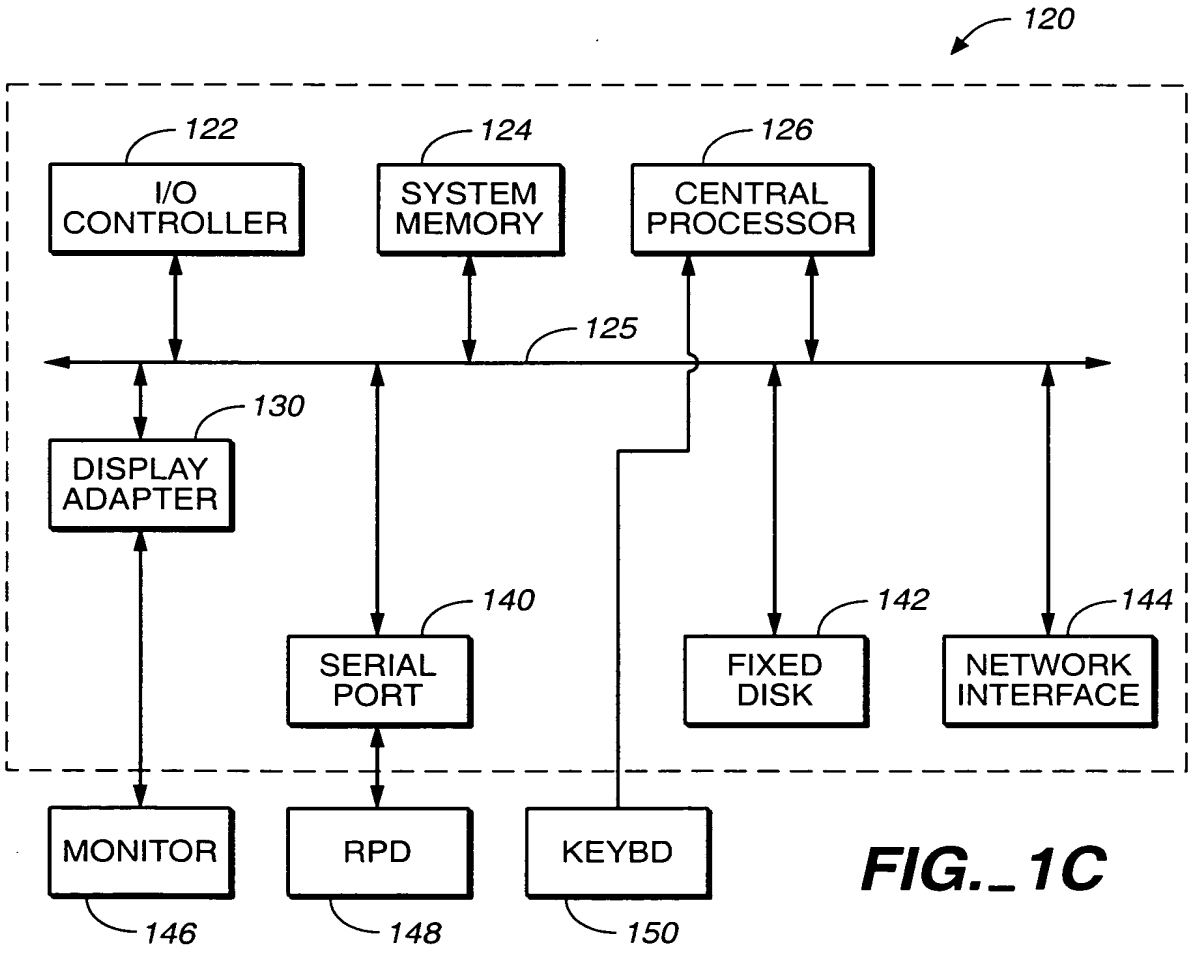

120
122
I/O CONTROLLER
124
SYSTEM MEMORY
126
CENTRAL PROCESSOR
125
130
DISPLAY ADAPTER
140
SERIAL PORT
142
FIXED DISK
144
NETWORK INTERFACE
MONITOR
RPD
KEYBD
146
148
150

FIG._1C

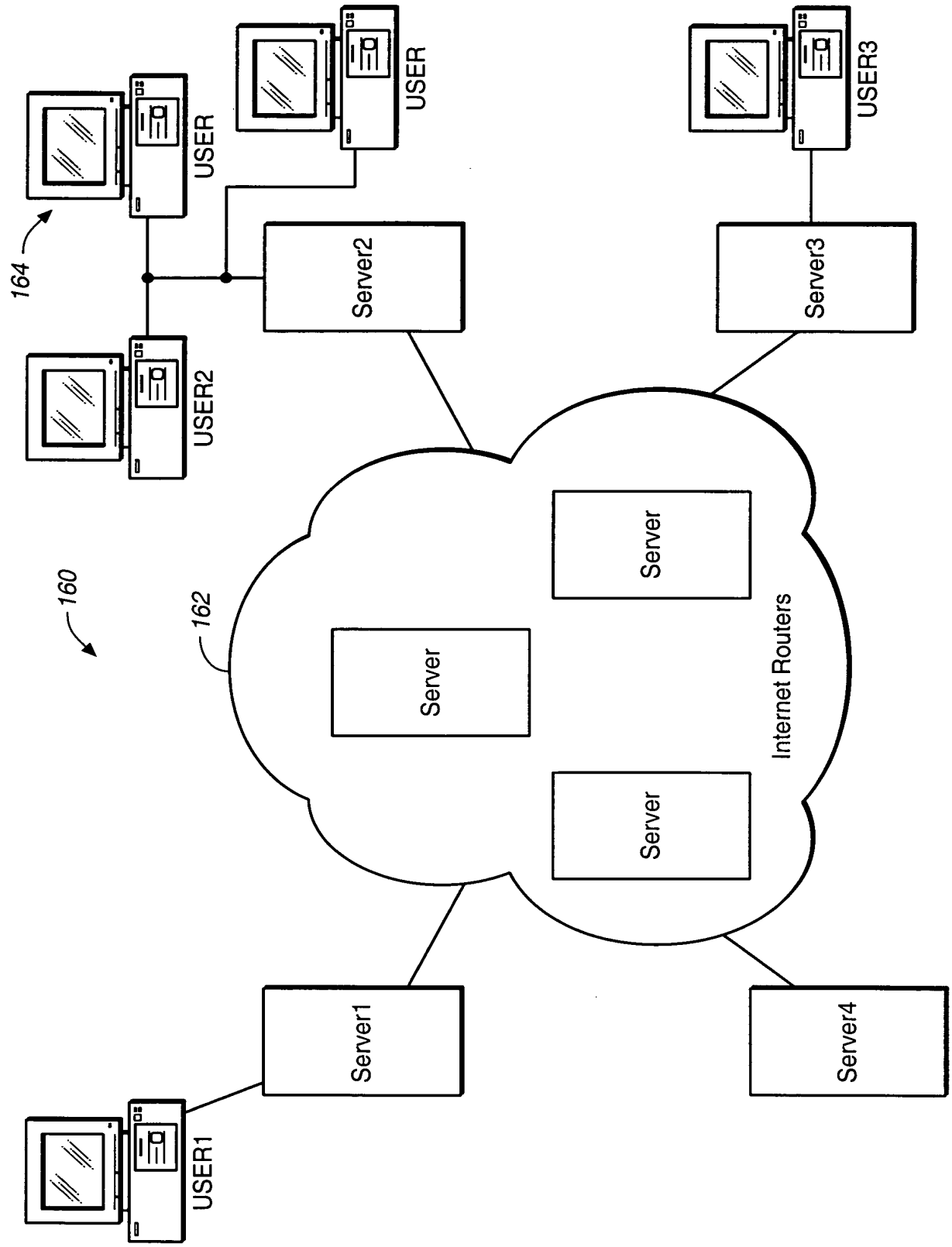

160
162
164
USER
USER
USER1
USER2
USER3
Server1
Server2
Server3
Server4
Server
Server
Server
Internet Routers

FIG._1D

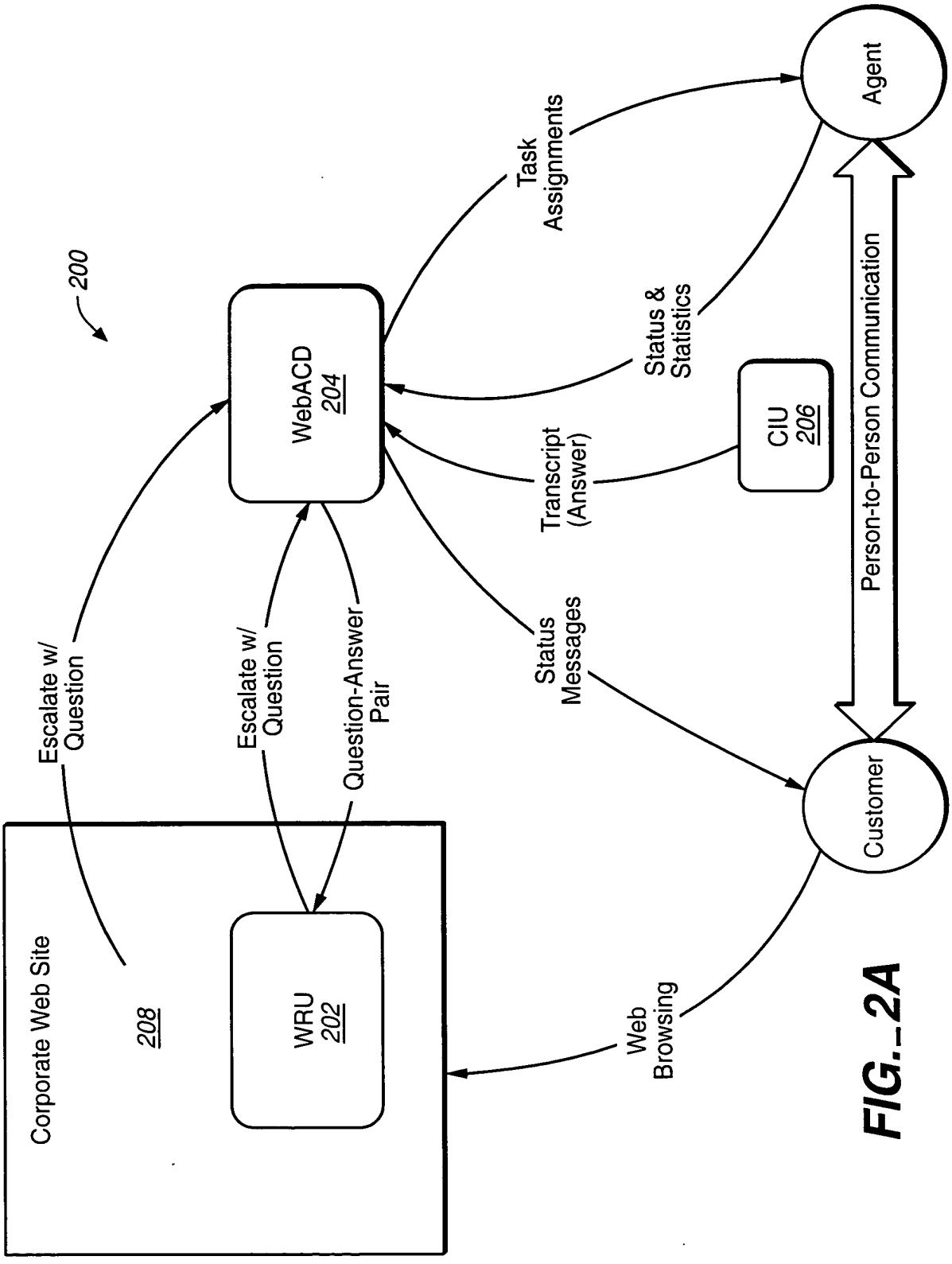

200
Agent
Task Assignments
Status & Statistics
WebACD 204
CIU 206
Transcript (Answer)
Person-to-Person Communication
Escalate w/ Question
Escalate w/ Question
Question-Answer Pair
Status Messages
Customer
Corporate Web Site
208
WRU 202
Web Browsing

FIG._2A

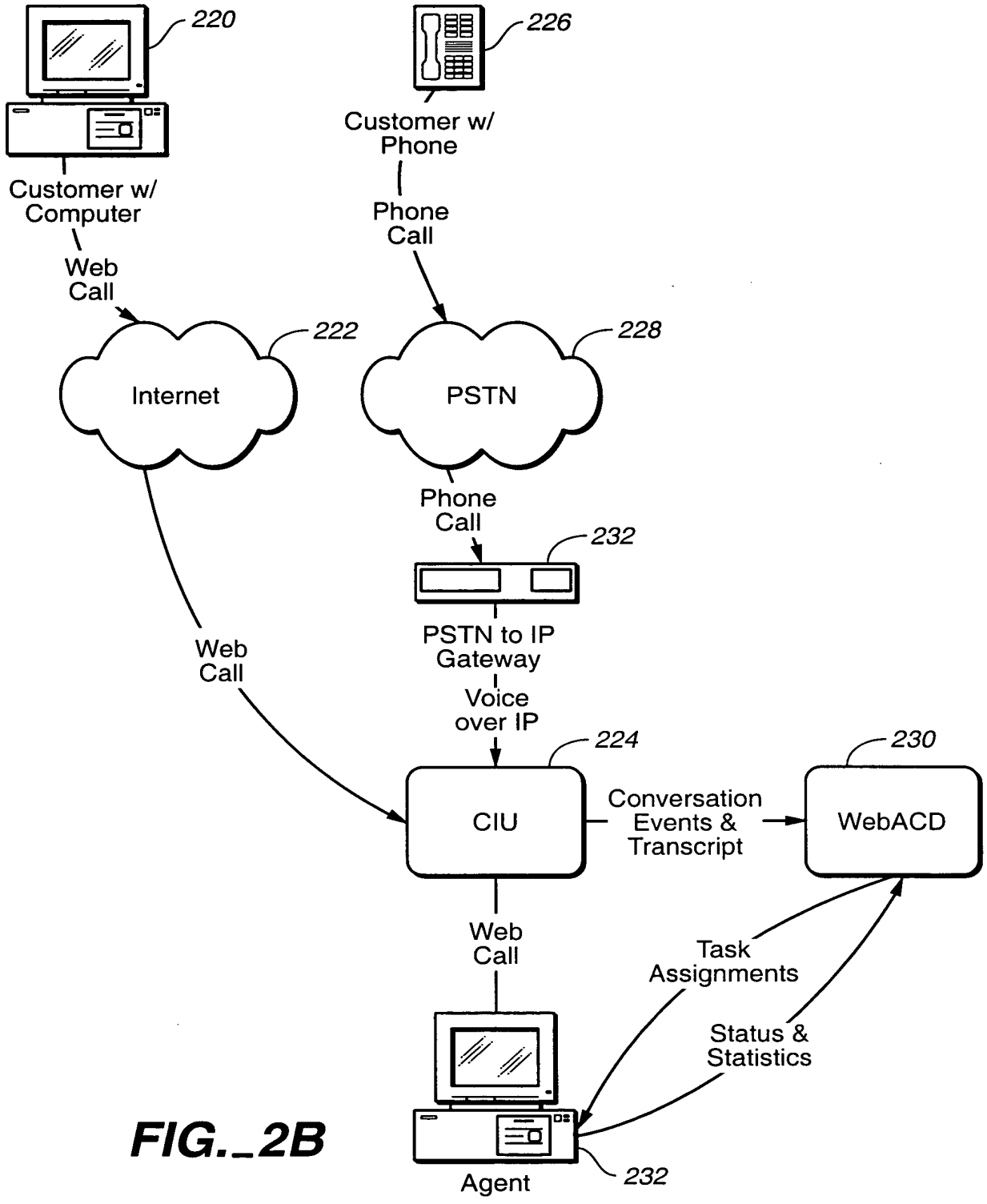

220
226
Customer w/ Phone
Customer w/ Computer
Phone Call
Web Call
222
228
Internet
PSTN
Phone Call
232
PSTN to IP Gateway
Web Call
Voice over IP
224
230
CIU
Conversation Events & Transcript
WebACD
Web Call
Task Assignments
Status & Statistics
232
Agent

FIG._2B

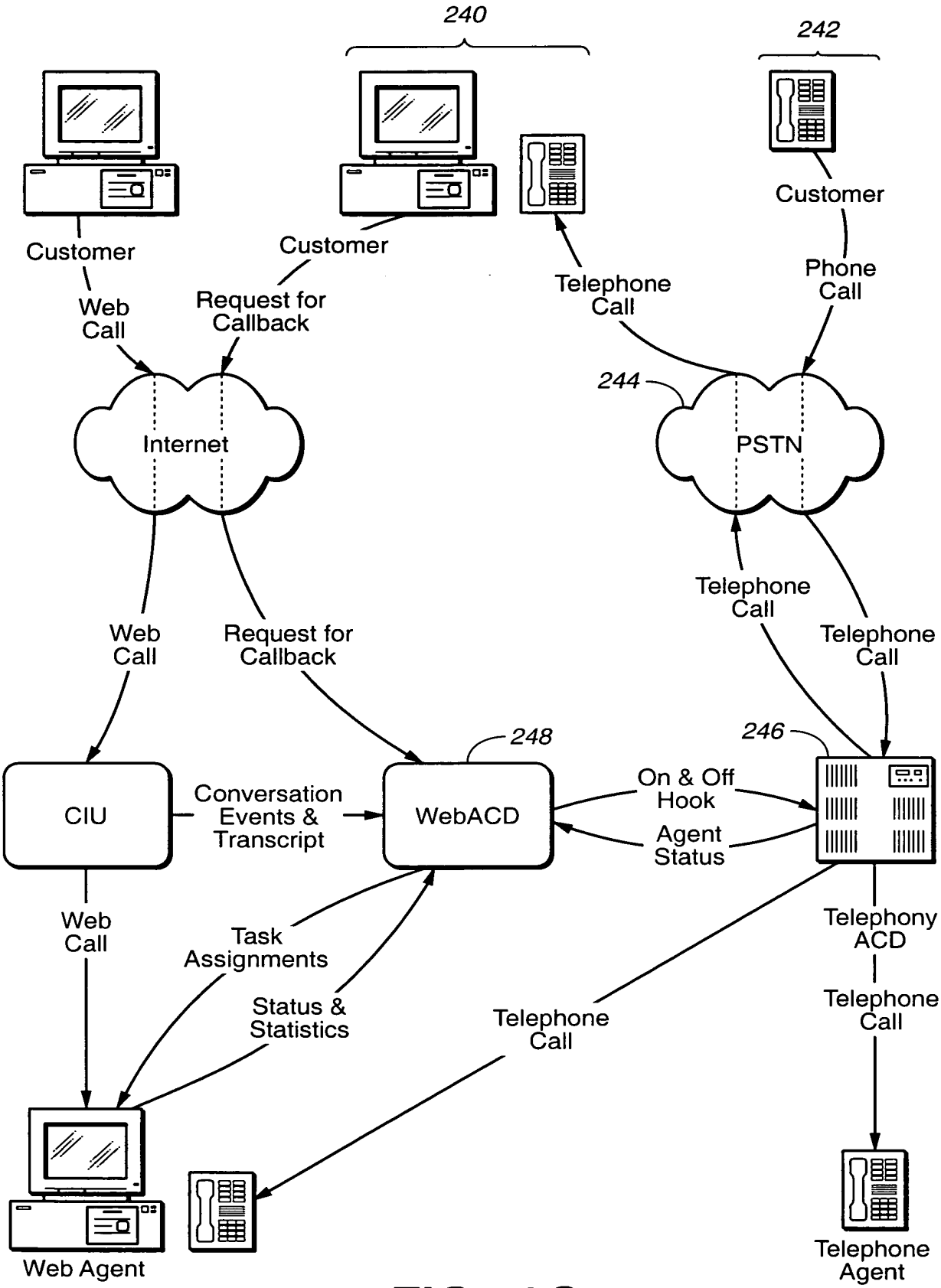

240
242
Customer
Customer
Customer
Web Call
Request for Callback
Telephone Call
Phone Call
244
Internet
PSTN
Web Call
Request for Callback
Telephone Call
Telephone Call
248
246
CIU
Conversation Events & Transcript
WebACD
On & Off Hook
Agent Status
Web Call
Task Assignments
Status & Statistics
Telephone Call
Telephony ACD
Telephone Call
Web Agent
Telephone Agent

FIG._2C

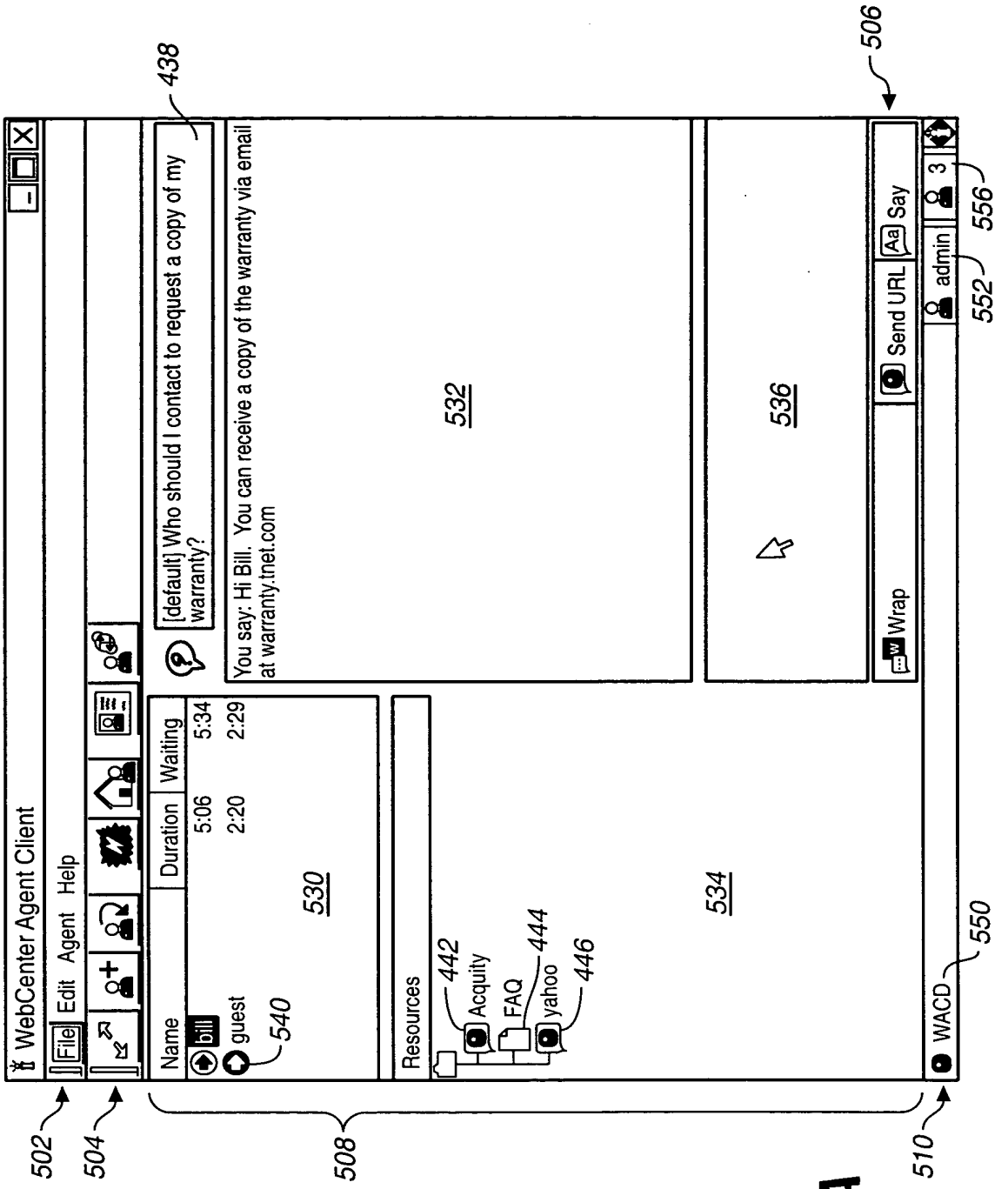

400
438
506
WebCenter Agent Client
File Edit Agent Help
[default] Who should I contact to request a copy of my warranty?
You say: Hi Bill. You can receive a copy of the warranty via email at warranty.tnet.com
Name
Duration
Waiting
bill 5:06 5:34
guest 2:20 2:29
530
532
536
534
Resources
Acquity
FAQ
yahoo
442
444
446
Wrap
Send URL
Say
admin
3
552
556
WACD
550
502
504
508
510

FIG._3A

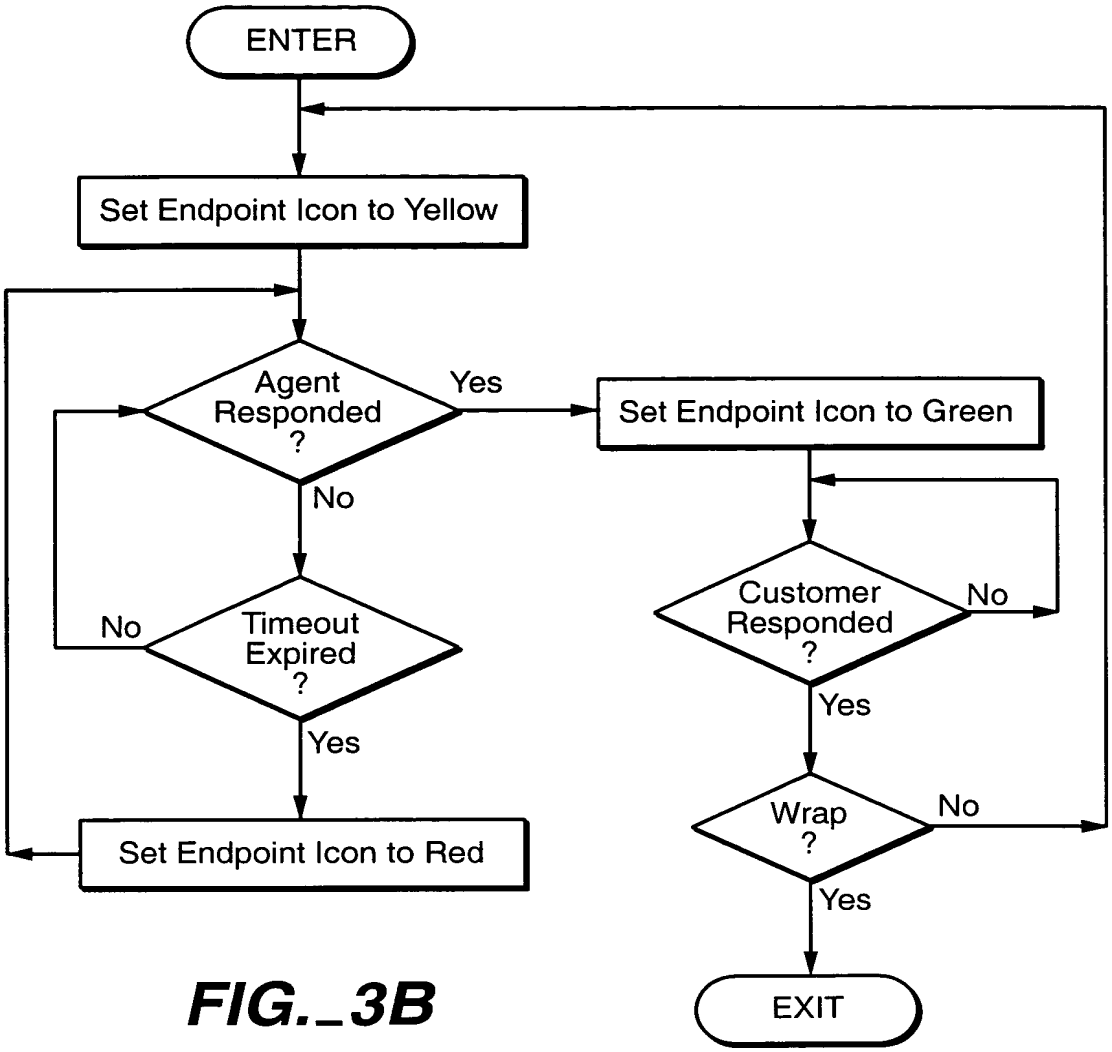

ENTER
Set Endpoint Icon to Yellow
Agent Responded ?
Yes
No
Timeout Expired ?
No
Yes
Set Endpoint Icon to Red
Set Endpoint Icon to Green
Customer Responded ?
No
Yes
Wrap ?
No
Yes
EXIT

FIG._3B

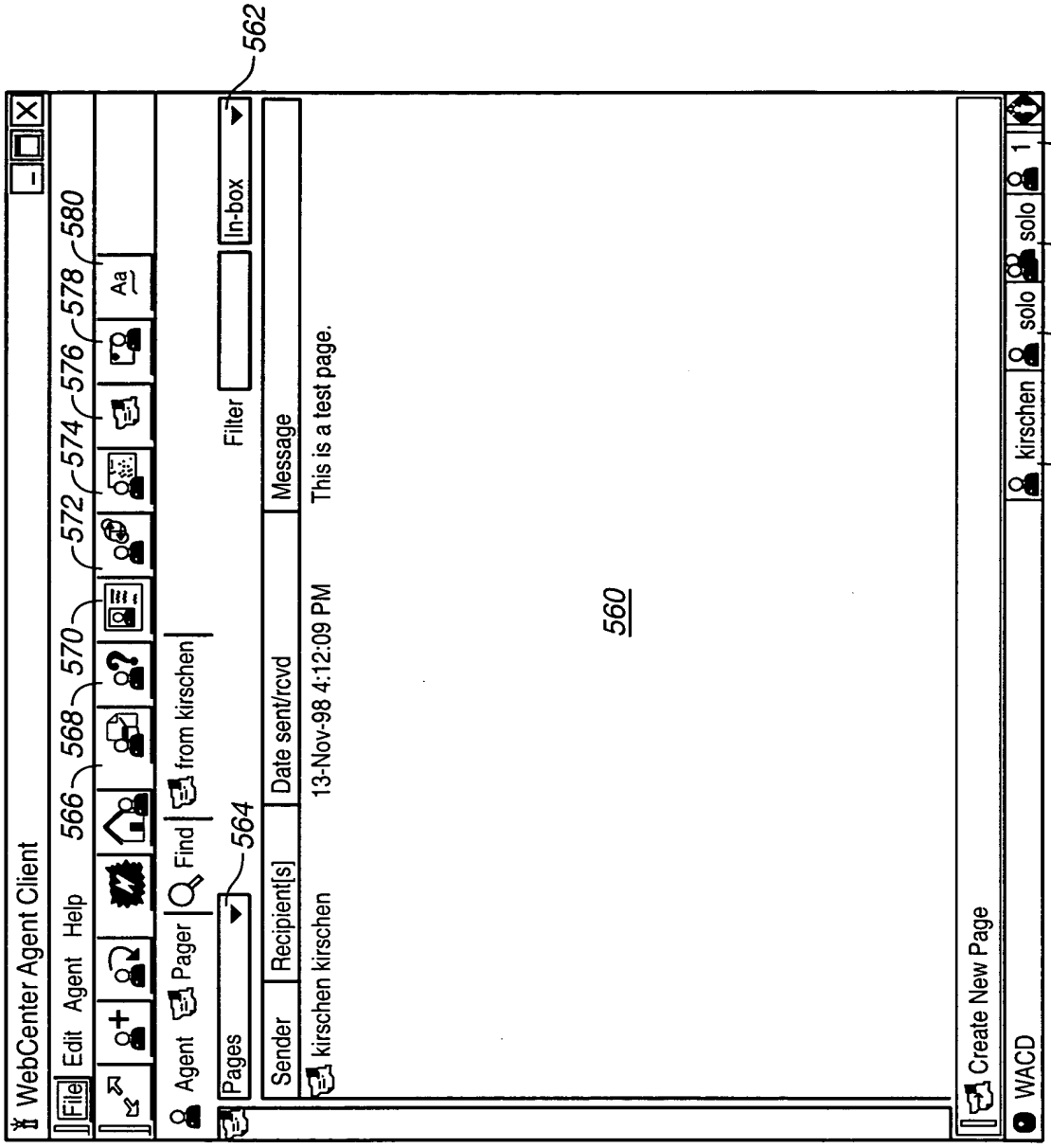

WebCenter Agent Client
File Edit Agent Help
Agent Pager Find from kirschen
Pages
Filter
In-box
Sender
Recipient[s]
Date sent/rcvd
Message
kirschen kirschen
13-Nov-98 4:12:09 PM
This is a test page.
560
Create New Page
WACD
kirschen
solo
solo
1
562
564
566
568
570
572
574
576
578
580
582
584
586
588

FIG._3C

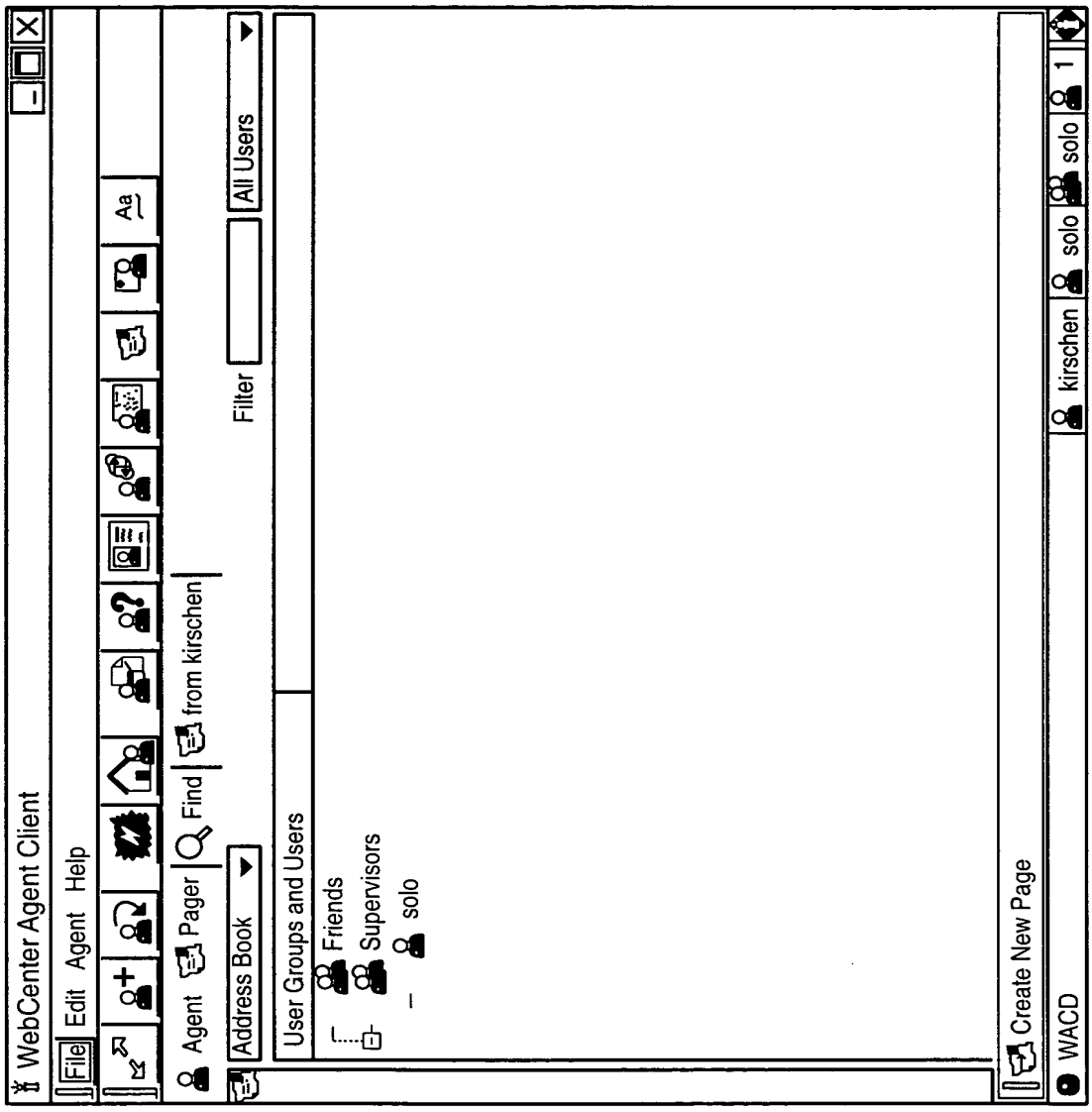
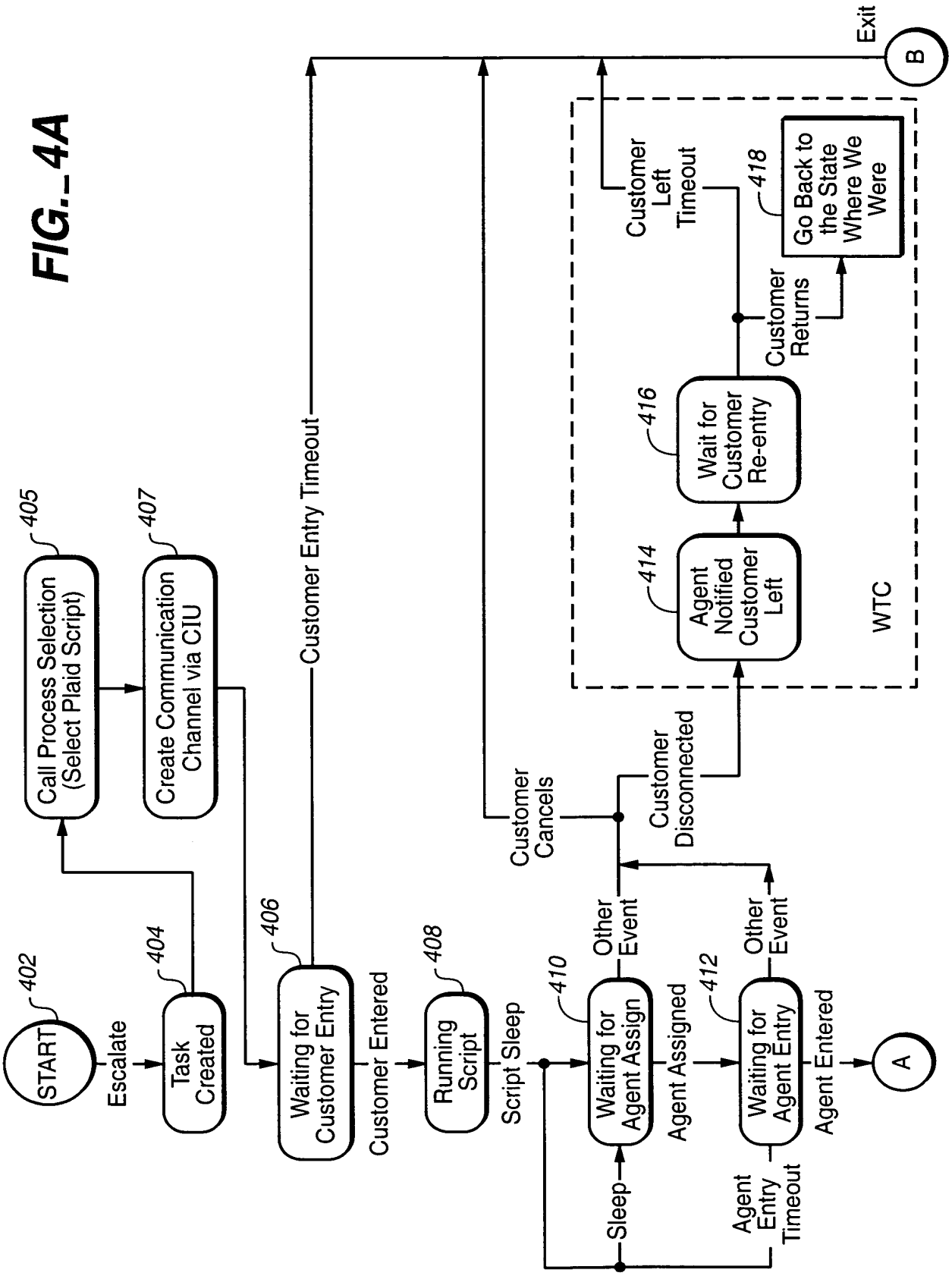

WebCenter Agent Client
File Edit Agent Help
Agent Pager Find from kirschen
Address Book
Filter
All Users
User Groups and Users
Friends
Supervisors
solo
Create New Page
WACD
kirschen
solo
solo
1

FIG._3D

FIG._4A


START
402
Escalate
Task Created
404
Call Process Selection (Select Plaid Script)
405
Create Communication Channel via CIU
407
Waiting for Customer Entry
406
Customer Entry Timeout
Customer Entered
Running Script
408
Script Sleep
Waiting for Agent Assign
410
Other Event
Sleep
Agent Assigned
Waiting for Agent Entry
412
Other Event
Agent Entry Timeout
Agent Entered
A
Customer Cancels
Customer Disconnected
WTC
Agent Notified Customer Left
414
Wait for Customer Re-entry
416
Customer Returns
Customer Left Timeout
Go Back to the State Where We Were
418
B
Exit

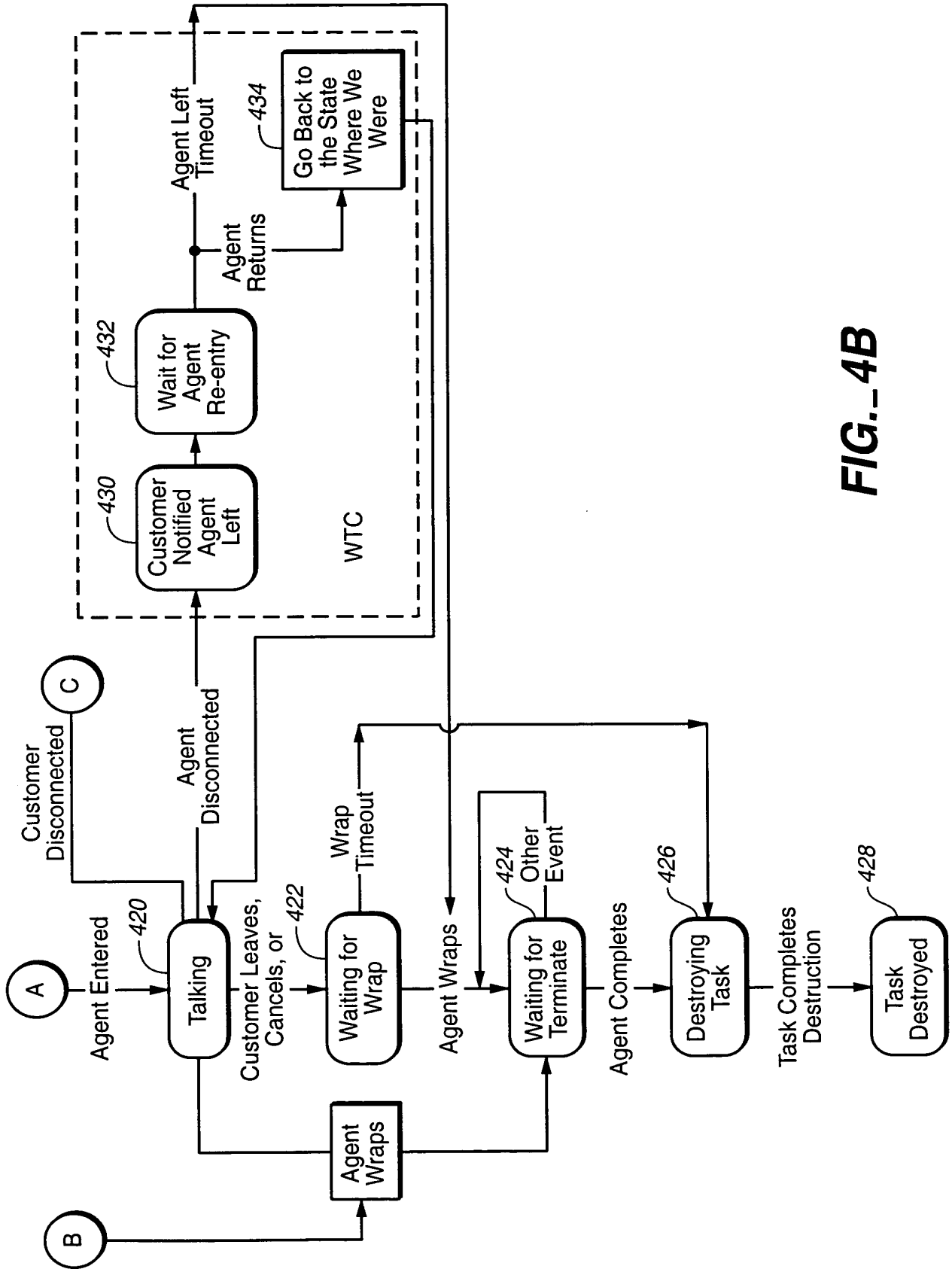

A
B
C
Agent Entered
420
Talking
Customer Disconnected
Agent Disconnected
Customer Leaves, Cancels, or
422
Waiting for Wrap
Wrap Timeout
Agent Wraps
Agent Wraps
424
Other Event
Waiting for Terminate
Agent Completes
426
Destroying Task
Task Completes Destruction
428
Task Destroyed
WTC
430
Customer Notified Agent Left
432
Wait for Agent Re-entry
Agent Returns
Agent Left Timeout
434
Go Back to the State Where We Were

FIG._4B

FIG._5A

DailyActivityForWebACD
From 1/1/98 to 1/1/00

Date	Number Completed	Abandon Rate	Service Level	Signed-on Agents (avg)	% Idle	% Available	% Talk	% Wrap	Queue Time (avg)	Handle Time (avg)
8/19/98	62	31.1	93.5	2.52	0.39	28.98	70.58	0.04	00:03	04:10

FIG._5B

WebACDActivityOnDayX
Date: 8/19/98

Start	Stop	Completed	Abandoned	Signed-on Agents (avg)	Service Level	% Idle	% Available	% Talk	% Wrap	Queue Time (avg)	Handle Time (avg)
3:30:00PM	4:00:00PM	0.00	2.00	0.3	100.0	2.13	98.68	-1.62	0.81	00.00	00.00
4:00:00PM	4:30:00PM	24.00	12.00	6.1	100.0	1.95	47.36	50.45	0.24	00:05	02:20
4:30:00PM	5:00:00PM	36.00	12.00	10.7	88.9	0.59	78.61	20.77	0.02	00:02	05:09
5:00:00PM	5:30:00PM	2.00	0.00	3.7	100.0	0.00	16.21	83.75	0.04	00:02	08:21
5:30:00PM	6:00:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0.00	00:00	00:00
6:00:00PM	6:30:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0:00	00:00	00:00
6:30:00PM	7:00:00PM	0.00	1.00	3.0	100.0	0.00	0.00	100.00	0:00	00:00	00:00
7:00:00PM	7:30:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0:00	00:00	00:00
7:30:00PM	8:00:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0:00	00:00	00:00
8:00:00PM	8:30:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0:00	00:00	00:00
8:30:00PM	9:00:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0:00	00:00	00:00
9:00:00PM	9:30:00PM	0.00	1.00	3.0	100.0	0.00	0.00	100.00	0:00	00:00	00:00
9:30:00PM	10:00:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0:00	00:00	00:00
10:00:00PM	10:30:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0:00	00:00	00:00
10:30:00PM	11:00:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0:00	00:00	00:00
11:00:00PM	11:30:00PM	0.00	0.00	3.0	100.0	0.00	0.00	100.00	0:00	00:00	00:00

FIG._5C

DailyActivityForTaskTypeX
Task Type: lilly
From 1/1/98 to 1/1/00

Date	Number Completed	Number Abandoned	Route Time (avg)	Queue Time (avg)	Talk Time (avg)	Wrapup Time (avg)	Tasks in Queue (avg)	Tasks Being Handled (avg)	Abandon Rate	Service Level	Longest Wait Before Abandon	Average Wait Before Abandon
8/19/98	1	1	00:01	00:03	02:57	00:00	0:00	0:00	50.0	100.0	02:31	00:08

FIG._5D

TaskTypeXActivityOnDayY
Task Type: Default
Date: 8/19/98

Start Time	End Time	Number Completed	Number Abandoned	Route Time (avg)	Queue Time (avg)	Talk Time (avg)	Wrapup Time (avg)	Tasks in Queue (avg)	Tasks Being Handled (avg)	Abandon Rate (%)
3:30:00PM	4:00:00PM	0	1	00:00	00:00	00:00	00:00	0.0	0.0	100.0
4:00:00PM	4:30:00PM	5	4	00:03	00:03	01:21	00:14	0.0	0.9	44.4
4:30:00PM	5:00:00PM	5	1	00:03	00:02	08:30	00:00	0.0	0.9	16.7
5:00:00PM	5:30:00PM	1	0	00:05	00:02	08:20	00:01	0.0	1.1	0.0
5:30:00PM	6:00:00PM	0	0	00:00	00:00	00:00	00:00	0.0	1.0	0.0
6:00:00PM	6:30:00PM	0	0	00:00	00:00	00:00	00:00	0.7	1.0	0.0
6:30:00PM	7:00:00PM	0	1	00:00	00:00	00:00	00:00	0.0	1.0	100.0
7:00:00PM	7:30:00PM	0	0	00:00	00:00	00:00	00:00	0.0	1.0	0.0
7:30:00PM	8:00:00PM	0	0	00:00	00:00	00:00	00:00	0.0	1.0	0.0
8:00:00PM	8:30:00PM	0	0	00:00	00:00	00:00	00:00	0.0	1.0	0.0
8:30:00PM	9:00:00PM	0	0	00:00	00:00	00:00	00:00	0.0	1.0	0.0
9:00:00PM	9:30:00PM	0	1	00:00	00:00	00:00	00:00	0.1	1.0	100.0
9:30:00PM	10:00:00PM	0	0	00:00	00:00	00:00	00:00	0.0	1.0	0.0
10:00:00PM	10:30:00PM	0	0	00:00	00:00	00:00	00:00	0.0	1.0	0.0

FIG._5E

ActivityForAllTaskTypes
From 1/1/98 to 1/1/00

Task Type	Number Completed	Route Time (avg)	Queue Time (avg)	Talk Time (avg)	Wrapup Time (avg)	Tasks in Queue (avg)	Tasks Being Handled (avg)	Service Level (avg)	Abandon Rate	Longest Wait Before Abandon	Average Wait Before Abandon
Default	11	00:05	00:04	08:13	00:10	0.11	0.85	90.9	38.9	21:40	03:04
lilly	1	00:00	00:00	00:25	00:00	0.01	0.01	100.0	50.0	02.31	00:19
solo	6	00:04	00:05	01:40	00:00	0.00	0.06	100.0	25.0	00:00	00:00

FIG._5F

TaskForTaskTypeX
Task Type: Default
From 1/1/98 to 8/19/98

Date	Original Task ID	Start Time	Task ID	Agent Name	Priority	Customer	Route Time	Queue Time	Talk Time	Wrapup Time	Queue Time in Threshold?	Abandoned?
8/19/98	1-2	3:57:18PM	1-2		30	mwells	00:55	00:00	00:00	00:00	Y	Y
	1-3	3:58:49PM	1-3	mwells	30	mwells	00:07	00:03	00:53	00:00	Y	N
	1-4	3:59:45PM	1-4	mwells	30	mwells	00:01	00:06	00:05	00:01	Y	N
	1-6	4:06:35PM	1-6	mwells	30	mwells	00:04	00:03	00:49	00:00	Y	N
	1-7	4:07:50PM	1-7	mwells	30	mwells	00:01	00:02	00:22	00:01	Y	N
	1-8	4:09:54PM	1-8		30	mwells	01:00	00:00	00:00	00:00	Y	Y
		4:20:31PM	1-13		0	mwells2	00:00	00:00	00:00	00:00	Y	Y
		4:20:45PM	1-15		0	mwells2	00:00	00:00	00:00	00:00	Y	Y
	1-9	4:10:51PM	1-9	mwells	30	mwells2	00:05	00:03	20:40	00:01	Y	N
	1-12	4:18:30PM	1-12	nick	30	nick	00:03	00:03	04:36	01:09	Y	N
		4:20:42PM	1-14		0	nick	00:00	00:00	00:00	00:00	Y	Y
	1-18	4:36:05PM	1-18	mwells	30	mwells	00:05	00:03	00:25	00:00	Y	N
	1-20	4:38:58MP	1-20	mwells	30	mwells2	00:04	00:03	09:38	00:01	Y	N
		4:47:20PM	1-22	nick	0	mwells2	00:00	00:00	06:39	00:00	Y	N
		4:48:59PM	1-23		0	mwells2	00:00	00:00	00:00	00:00	Y	Y
	1-24	4:52:04PM	1-24	nick	30	mwells	00:05	00:02	05:08	00:00	Y	N
	1-27	4:57:17PM	1-27	nick	30	mwells2	00:05	00:02	08:20	00:01	Y	N
	1-30	6:08:34PM	1-30		30	mwells	00:09	21:31	00:00	00:00	N	Y
	1-31	9:20:04PM	1-31		30	mwells	00:59	02:00	00:00	00:00	Y	Y

FIG._5G

TeamPerformanceByTaskType
From 1/1/98 to 1/1/00

Team	Task Type	% Idle	% Available	% Talk	% Wrapup	Signon Time (avg)	Endpoints (avg)	Number Handled (Total)	Number Handled Per Agent	Handle Time (avg)	Talk Time (avg)	Wrapup Time (avg)
Default		0.06	22.62	77.28	0.04	4:27:59	1.08	12	6.00	37:23	37:21	00:01
	Default							11	5.50	40:36	40:35	00:01
	lilly							1	0.50	01:57	01:57	00:00
solo		4.56	62.19	33.26	0.00	34:01	0.91	6	6.00	01:47	01:47	00:00
	solo							6	6.00	01:47	01:47	00:00

FIG._5H

TeamPerformanceByAgent
From 1/1/98 to 1/1/00

Team Name	Agent Name	Numbered Handled	Sign-on Time	Handle Time (avg)	Talk Time (avg)	Wrap Time (avg)	Endpoints (avg)	% Idle	% Available	% Talk	% Wrap
Default	mwells	7	30:10	04:18	04:18	00:00	1.01	0.00	5.19	94.78	0.01
	nick	5	06:43	00:57	00:56	00:00	0.31	0.00	80.33	19.21	0.12
solo	ilyal	6	16:47	00:09	00:09	00:00	0.57	3.77	62.19	33.26	0.00

FIG._5I

TaskForAgentX
From 1/1/98 to 8/19/98
Agent: nick

Date	Start Time	Task ID	Task Type	Priority	Customer Name	Route Time	Queue Time	Talk Time	Wrapup Time	Wait Time in Threshold?
8/19/98	4:18:30PM	1-12	Default	30	nick	00:03	00:03	04:36	01:09	Y
	4:37:00PM	1-19	lilly	30	mwells	00:01	00:03	02:57	00.00	Y
	4:47:20PM	1-22	Default	0	mwells2	00:00	00:00	06:39	00:00	Y
	4:52:04PM	1-24	Default	30	mwells	00:05	00:02	05:08	00:00	Y
	4:57:17PM	1-27	Default	30	mwells2	00:05	00:02	08:20	00:01	Y